Section 11

Crown Operator and Service Training

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Demonstrated Performance®
Operator Training

Operator Training Workshops

DP MoveSafe® - Train-the-Operator

Crown's nationwide network of factory-trained instructors offer full-service training programs. Conducted at your site, these highly trained instructor led sessions present the full gamut of powered industrial truck safety information with clear, understandable and highly visual video and animated presentations. Hands-on time is maximized and structured to assure your operators are trained not only in truck operation and task performance, but in safe operating habits and practices as well. These are crucial in the effective training of your operators.

Contact your local Crown lift truck dealer for available dates and pricing.

DP LeadSafe® - Train-the-Supervisor

Supervisors of lift truck operators play a critical role in reinforcing the safe operating skills and habits taught during operator training sessions. To help them do this, Crown offers the award winning* LeadSafe Program in a Demonstrated Performance format to help them learn and demonstrate how to effectively supervise lift truck operators and reinforce safe operating habits.

The workshop covers topics such as: Identifying Proper and Improper Operation, Recognizing Potential Hazards, Giving Feedback to Operators, Pedestrian Supervision, OSHA 29CFR 1910.178 Requirements, and Safety Metrics.

Contact your local Crown lift truck dealer for available dates and pricing.

*2008 International Society for Performance Improvement Award of Excellence

DP TrainSafe® - Train-the-Trainer

DP TrainSafe uses Crown's award winning, hands-on, Demonstrated Performance approach to deliver the best and most comprehensive operator train-the-trainer program in the industry. Participants in the two day TrainSafe program will learn and practice implementing Crown's MoveSafe operator training programs, 11 step hands-on training and safe skill and habit development process. Trainers will leave with the skills needed to conduct these workshops, as well as three year re-evaluations, safety refreshers (workshops), warehouse inspections, and much more.

In addition, participants in the 3-day TrainSafe class or the 1-day LeadSafe train-the-trainer class will learn to train supervisors utilizing Crown's DPLeadSafe supervisor training program.

DP TrainSafe is offered at the following Crown regional training centers:

Atlanta, Ga. (phone 770-381-4999; fax 770-381-0576)
Boston, Mass. (phone 781-933-3366; fax 781-933-8155)
City of Industry, Calif. (phone 626-968-0556; fax 626-961-0135)
Dallas, Texas (phone 817-419-4000; fax 817-375-6525)
Dayton, Ohio (phone 937-454-7545; fax 937-898-9452)
Joliet, Ill. (phone 815-773-0022; fax 815-773-0033)

Contact your local Crown lift truck dealer for available dates and pricing.

Available Operator Training Materials listed on page 11.03

To view information videos on DP TrainSafe®, DP MoveSafe® and DP LeadSafe®, go to:
http://www.youtube.com/user/CrownEquipment

CROWN

Demonstrated Performance®
Operator Training

Operator Training Materials

Crown offers the most comprehensive line of training tools to help maximize your resources for more effective Operator Training. All lift truck programs come ready with both DVD video and materials in both English and Spanish. These are the same programs that form the foundation of Crown's entire line of operator training services and include Crown's 11 step hands-on training process.

Note: Downloadable media available. Contact the Education Center at Crown Equipment Corporation for information and pricing (419-629-2311).

Operator Training Programs

Note: All programs except Wave® are bilingual, English and Spanish

Program Name	Part Number
It's Up to You (**Required** with programs marked with † below)	**SF18329-PRO**
GPW Series Walkit Pallet Trucks †	SF12480-PRO
PW3500 Series Walkie Pallet Trucks †	SF12481-PRO
WP2000 Series Walkie Pallet Trucks †	SF12858-PRO
WP2300-3000 Series Walkie Pallet Trucks	SF18995-PRO
B Series Power Lift Stackers †	SF12478-PRO
M Series Intermediaate Duty Walkie Stackers †	SF12479-PRO
SH/SHR, ST/SX3000 and WE/WS2300 Series	SF18007-PRO
W/WR Series Walkie Stackers †	SF12486-PRO-W
WB Series Walkie Stackers †	SF12486-PRO-WB
WE/WS 2000 Series Walkie Stackers †	SF12617-PRO
PC3000-3600 Series Rider Pallet Trucks †	SF12483-PRO
PC4500 Series Rider Pallet Trucks	SF18534-PRO
PE3000 Series Walkie Pallet Trucks †	SF12482-PRO
PE3560 Series Rider Pallet Trucks †	SF12754-PRO
PE4000-4500 Series Rider Pallet Trucks †	SF14295-PRO
PR3000-4500 Series Rider Pallet Trucks †	SF12484-PRO
TR-TWR 3000-3600 Series Tow Tractors †	SF12485-PRO

Program Name	Part Number
RC3000 Series Stand-up Riders †	SF12487-PRO
RC5500 Series Stand-up Riders	SF14751-PRO
RR/RD 3000-3500 Series Reach Trucks †	SF12490-PRO
RR/RD-RM/RMD 5000-6000 Series Reach Trucks	SF18375-PRO
C5 Series Internal Combustion Class IV and V	SF18399-PRO
IC Class IV and V Internal Combustion Trucks	SF18092-PRO
FC-FP Series Four Wheel Sit-Down Trucks †	SF12489-PRO
FC4000-4500 Series Four Wheel Sit-Down Trucks †	SF14016-PRO
SC Series Three Wheel Sit-Down Lift Trucks †	SF12488-PRO
SC4000-4500 Series Three Wheel Sit-Down Trucks †	SF12755-PRO
SP36-48 Series Stockpickers †	SF12492-PRO
SP3000-4000 Series Stockpickers	SF18996-PRO
TS Series Turret Sideloaders †	SF12493-PRO
TSP Series Turret Sideloaders †	SF12494-PRO
TSP 6000-7000 Series Turret Sideloaders †	SF14559-PRO
Wave® Work Assist Vehicle - English	SF12811-PRO
Wave® Work Assist Vehicle - Spanish	SF12811-PRO-34

Trainer's and Supervisor's Tools

Program Name	Part Number
Notice of Completion Certificates (Package of 100)	SF12464
Trainer's Resources CD	SF12756-8
Trainer's Binder	SF12756-PRO
Trainer's Binder Kit - Contains Operator Training Resource CD	SF12756-KIT
Triennial Evaluation Program	SF18025-PRO
Safety Awareness Topics Program	SF18026-PRO
Triennial/Safety Topics Bundle	SF18322-PKG

Pedestrian Training

Program Name	Part Number
Pedestrian Safety Program	SF18590-PRO

Stand-Up Safety

Program Name	Part Number
Stand-Up Safety	PF12396-DVD

Included in RC3000 & RR/RS/RD 3000/3500.

Supervisor's Training

Program Name	Part Number
LeadSafe Student's Manual & DVD	SF14763-PRO
LeadSafe Instructor's Manual & DVD	SF14763-KIT

Operator Manuals

See your local Crown dealer or find part numbers at this link: http://www.crown.com/usa/parts/lookup_tool.html

CROWN

Demonstrated Performance®
Service Training

Service Training Workshops

DP Service Training - For your Lift Truck Technicians

Our award winning* Demonstrated Performance service training workshops give your technicians the Crown-specific skills and knowledge they need to keep your Crown fleet up and running. Since many technicians are hands-on learners, they're more likely to retain information learned through first-hand experience than material presented in a lecture. Crown's Demonstrated Performance Service Technician Training goes above and beyond traditional classroom training, allowing participants to work on trucks with instructor supervision. Technicians can move at their own pace and focus on the particular tasks and skill groups that best serve their organization's needs.

Learn It. Do It. Use It.®

This defines the philosophy behind Crown DP training. Participants "Learn it" by reading the module, reviewing any reference material, and practicing the required skills. Then they "Do it" by performing what we call a "skill check" for the instructor to demonstrate their ability to perform the skill. This prepares them to bring their newly acquired skills back to their job and "Use it" to improve the uptime and reliability of Crown lift trucks.

Demonstrated Performance workshops are completely customizable to the needs of your technician. They'll only spend time on what they need to learn, and only work on the trucks that apply to them. For example, they won't spend two hours learning about basic electricity if they already know it. Before the DP training course spend some time talking to your technician about what you want them to cover during the session. Do you want them to focus on mechanical topics, such as repairing or replacing components? Or do you want them to learn how to troubleshoot the electrical system? The answers to these questions will help Crown customize training to meet your needs.

DP Service Training is offered at the following Crown locations:

Atlanta, Ga. (phone 770-381-4999; fax 770-381-0576)
Boston, Mass. (phone 781-933-3366; fax 781-933-8155)
City of Industry, Calif. (phone 626-968-0556; fax 626-961-0135)
Dallas, Texas (phone 817-419-4000; fax 817-375-6525)
Dayton, Ohio (phone 937-454-7545; fax 937-898-9452)
Joliet, Ill. (phone 815-773-0022; fax 815-773-0033)

*2006 International Society for Performance Improvement Award of Excellence

Supplemental Service Training Materials

The programs listed below cover fundamental principles and systems that can apply to many truck models.

For Crown DP Service Training contact one of Crown's Regional DP Service Training locations listed on the previous page.

Service Training Programs
PM Training

Program Name	Part Number
RR/RD5000-5700 - PM	PF18983-PRO
PE4000-4500 - PM	PF18984-PRO
PR4000-4500 - PM	PF18985-PRO
SP3000-4000 - PM	PF18986-PRO
RC5500 - PM	PF18987-PRO
C5 - PM NEW!	PF19243-PRO

Legacy Programs

Program Name	Part Number
FC 4000 EV100	PF13437-PRO
RR 5000 Hydraulics	PF13044-PRO
RR 5000 Wiring Diagrams	PF13342-PRO
SC 4000 Series	PF12825-PRO
Basic Electricity, Hydraulics and Motor Theory	PF18660-102